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## U.S. PATENT DOCUMENTS

## FOREIGN PATENT DOCUMENTS

**OTHER DOCUMENTS (Incl. Author, Title, Date, Pertinent pages, etc.)**

O.A.	D	Duxbury, David, Backhouse, Rob, Head, Mike, et al., "Call Centres in BT UK Customer Service," <i>British Telecommunications Engineering</i> , Vol. 18, pp. 165-173, October 1999, XP-000877997.
O.A.	E	Kagata, Shun, "'Number Display' Changes the World of Telecommunications," <i>NTT Review</i> , Vol. 10, No. 2, pp. 20-25, March 1998, XP-000740447.
O.A.	F	Zellweger, Polle T., Terry, Douglas B., and Swinehart, Daniel C., "An Overview of the Etherphone System and its Applications," Washington, IEEE Comp. Soc. Press, US, Vol. Conf. 2, Santa Clara, pp. 160-168, March 1988, XP-000617541.

EXAMINER	Olisa Anwah	DATE CONSIDERED	February 23, 2003
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.